

Notice of References Cited

Application/Control No.

09/329,487

Applicant(s)/Patent Under
Reexamination
KRISS ET AL.

Examiner

Marc E. Norman

Art Unit

3744

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U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
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FOREIGN PATENT DOCUMENTS

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Duncan et al., "Customer valuation as a foundation for growth," Managing Service Quality, 1997, v7, n1, 7 pages.
	V	Ezop, Phyllis, "Database marketing research," Marketing Research, Fall 1994, v6, n4, 8 pages.
	W	Egol, Len, "Boot up the perfect salesperson; computerized expert systems help generate personalized communications," Direc Oct 1993, v5, n10, 1 page.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.